

SC DMH Client Advocacy Report August 2010

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	17	116
Harris	13	103
Morris Village	5	27
Hall	5	33
Tucker	2	17
Forensics (GEO & Bldg. 1)	11	103
Mental Health Centers	30	221
Total	83	620

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	61	547
Information, Referral & Other Assistance ¹	17	124

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	39	2	29	7	70
2) Admission & Discharge	74	22	19	15	115
3) Information & Advocacy	14	8	2	5	24
4) Physical Environment	19	6		2	25
5) Inpatient Rights	94	43	3	18	140
6) Personal Property & Money	39	12	18	11	69
7) Confidentiality & Consent	15	8	20	4	43
8) Treatment	58	11	157	27	226
9) Other Rights Issues	5	9	22	4	36
Total⁵	357	121	270	93	748

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	6	1	1	2	8
b. Excessive Restraint, Seclusion & PRNs	6				6
c. Sexual Abuse	2		1		3
d. Verbal Abuse or Violations of Dignity	22		24	2	46
e. Neglect	3	1	3	3	7
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	38	13	1	4	52
b. Community Placement (where)	18	5	12	8	35
c. Periodic Court Review	4	2	1		7
d. Questions, Education & Other	14	2	5	3	21
3) Information & Advocacy					
a. Access to Advocacy	10	2	2	3	14
b. Access to Legal Resources	2	4		2	6
c. Questions, Education & Other	2	2			4
4) Physical Environment					
a. Food Quality & Quantity	9	3		1	12
b. Linens, Clothes & Toiletries	4	2		1	6
c. Disrepair of Physical Plant	3	1			4
d. Cleanliness of Facilities	3				3
5) Inpatient Rights					
a. Privacy	5				5
b. Safety	8	5	1	2	14
c. Freedom, Privileges & Fairness	43	18		6	60
d. Communication	14	11		2	26
e. Health Care	24	9	2	8	35
6) Personal Property & Money					
a. Property	20	3	1	2	24
b. Money, Entitlements, Rep. Payee	13	6	4	7	23
c. Billing Issues	5		7	2	12
d. Other Non-DMH Issues	1	3	6		10
7) Confidentiality & Consent					
a. Access to Records & Information	11	6	7	1	24
b. Breach of Confidentiality	2	1	13	2	16
c. Issues of Consent, Confidentiality, etc.	2	1		1	3
8) Treatment					
a. Eligibility for Services			45	8	45
b. Accessibility to Staff & Treatment	10	1	48	5	59
c. Individualized, Client-Driven	43	10	63	14	116
d. Right to Refuse Treatment	5		1		6
9) Other Rights Issues					
a. Work, Compensation & Education		2	1	1	3
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		1			1
e. Housing			11	2	11
f. Legal assistance for Non-DMH issues	5	6	10	1	21